

BEAVERTON POLICE DEPARTMENT

GENERAL ORDER

NUMBER: 10.01.00
SUBJECT: CASE MANAGEMENT
EFFECTIVE: AUGUST 1, 1999
REVIEW: AUGUST 2002, 2005, 2007

1. PURPOSE. Case management is a system to manage investigative resources. The process involves regulating case flow, monitoring investigative activities, and assessment of individual performance.

Regulating case flow insures that investigative resources are applied to those cases and investigations that can most benefit from expenditure of those resources. This is done by case screening and assignment, establishing deadlines of reporting in investigative progress, and managing investigator caseloads.

2. CASE SCREENING. Case screening is the manner of deciding whether or not to continue an investigation. Case screening is designed to provide sufficient information about a case at the earliest possible point in the investigative process to permit a decision on the desirability of investing additional resources.

Screening on the basis of potential solvability maximizes department resources by eliminating cases that are of low priority and unlikely to be solved. Case screening helps managers supervise officers/investigators by providing them with realistic expectations and dedicates resources to solving cases that will result in clearances by arrest.

3. ASSIGNMENT OF CASES. Patrol officers will follow up cases they initiate from assigned calls as circumstances and workload dictate. On major felonies such as homicides, robberies, rapes, or serious assaults, the patrol supervisor may notify the investigative supervisor or higher command officer of the crime(s) and circumstances. It is the responsibility of the investigative supervisor to determine whether or not investigative personnel will respond and assume responsibility of the investigation.

The patrol supervisor will review each case and determine whether further patrol follow-up is justified. Cases returned to the initiating officer or another assigned officer for further follow-up investigation remain in a pending status, and the officer's direct supervisor shall be notified. Pending status cases will be checked on a regular basis. The officer's direct supervisor will be responsible for insuring follow-ups are completed in a timely manner.

Cases which merit follow-up investigation shall be assigned by the supervisor to officers/investigators within their own division. Cases which merit follow-up investigation

by another division shall be forwarded to that division's supervisor for assignment. Cases which are useful for informational purposes only may be assigned at the supervisor's discretion. Cases which do not merit follow-up investigation shall be suspended.

Supplemental information shall be screened by the patrol supervisor and routed to the assigned patrol officer or the investigative supervisor for evaluation and disposition. Cases found to be linked together by crime analysis shall also be routed to the patrol and investigative supervisors.

When an officer/investigator generates new cases or new information on previously suspended cases, the officer/investigator is responsible for bringing those cases to the attention of the appropriate supervisor for evaluation and disposition.

Case files shall be maintained by assigned investigator when investigation is ongoing, and should contain a copy of crime reports, statements, evidence reports, case status, and any other reports or records necessary to the investigation. The case file shall be available to any Department member requiring the information contained therein. These files shall be consolidated into the central records system when case is closed or suspended for maintenance and disposal as per all police reports.

4. CASE MANAGEMENT IN THE CRIMINAL INVESTIGATIONS DIVISION.

A. Case assignment categories, follow-up and case closure: Cases to be assigned have been broken down into one of three categories.

Category "A"

Aggravated Murder

Murder

Manslaughter I

Manslaughter II

Criminal Negligent Homicide

Rape I

Sodomy I

Assault I

Kidnap I

Robbery I

Any other offense deemed a priority investigation by the division supervisor.

Category "A" case assignments require an investigative follow-up report containing a case status within 15 days from the date of assignment.

Subject to considerations described in subparagraph G of this Section, Category "A" cases with no productive investigative leads will be inactivated after 60 days and turned into the division supervisor for final approval and filing.

Category "B"

All other criminal cases assigned for follow-up investigation. Category "B" case assignments require an investigative follow-up report containing a case status within 20 days from the date of assignment.

Subject to considerations described in subparagraph G of this Section, Category "B" cases with no productive investigative leads will be inactivated after 45 days and turned into the division supervisor for final approval and filing.

Category "C"

Criminal cases distributed to investigative personnel for review and information only. These do not require follow-up or additional paperwork. These cases are not entered into the case management system.

B. Case assignments in the criminal investigation division:

1. Case assignments will be made by the division supervisor or a command officer. The division supervisor will review each case, determine its investigative status based upon the above category guidelines, and enter the information into the computer case management system ("CCMS").

2. After determining the assigned detective, the division supervisor will put all available case paper into a "progress report" file folder (PD-189), fill out the spaces marked:

Detective Assigned
Type of Offense
Date Assigned
Date of Offense
Category

The folder will then be given to the assigned detective.

3. Category "C" cases will be forwarded to the appropriate detective(s) for their review. After review by the detective, the case will be filed in the "Information Reports" file section under the appropriate crime classification.

C. Case assignment guidelines for detectives:

1. ALL investigation requests or referrals from outside the detective division will be made through the division supervisor for review and/or assignment.

Case assignment will be based upon, but not limited to, the guidelines set forth in this Section.

2. Case assignments will be general in nature with consideration being given to detectives having specific areas of expertise.

Consideration will be given to the nature of the crime, injuries sustained by the victim(s), and the community sensitivity to the offense. The existing case load of each detective may be a consideration when making case assignments.

D. Notification to initiating officer. Those cases initiated by a uniform patrol officer: The division supervisor will fill out a notification card (PD-077) and send it to the initiating officer. Once a disposition of that case has been determined, the division supervisor will send the initiating officer a case disposition card (PD-190) or a copy of the disposition report.

E. The CID progress report. The detective, after receiving a case folder for follow-up investigation, will complete the appropriate information on the outside of the "Progress Report" folder for each assigned case. Each detective shall prepare a new "Progress Report" file folder for ALL new cases developed or initiated by themselves. Each detective shall notify the division supervisor of all self-initiated or newly developed cases so these are entered into the CCMS.

ALL case folders with reports and other investigative information will be filed at the detectives work station, accessible to both the division supervisor and division commander. No original copies of reports shall be kept in the detective's working file.

F. Case dispositions. Within 45 days ("B" cases) or 60 days ("A" cases), the detective will submit a Special Report documenting progress of the investigation and the work to be done.

Inactivated cases which are re-opened must be brought to the attention of the division supervisor. The supervisor will be responsible for making the necessary entries in the CCMS.

No case will be held open longer than the prescribed time periods without the division supervisor's approval.

This criteria is general guidelines only. It is the responsibility of the supervisor to evaluate each case and assign an appropriate investigative period.

5. DISPOSITIONS - GENERAL. The Department complies with Oregon Uniform Crime Reporting guidelines in reporting the incidence and disposition of cases. There are

two general types of case dispositions: case clearances and case suspensions. Case clearances involve those cases cleared by arrest, cleared exceptional, and cleared unfounded. Case suspensions involve those cases closed by suspension.

A. Cleared by Arrest. An offense is cleared by arrest or solved for crime reporting purposes when at least one person is arrested, charged with the commission of the offense, and presented to the prosecuting authorities for prosecutions.

B. Cleared Exceptional. An offense is cleared exceptional when the investigation establishes the identity of the person responsible for the commission of the crime, but that person is not arrested, charged or prosecuted for that offense. In order to qualify for an exceptional clearance, the following questions must be answered "Yes":

1. Has the investigation definitely established the identity of the offender?
2. Is there enough information to support an arrest, charge and turn the suspect over to the court for prosecution?
3. Are there circumstances beyond police control, that prevent the prosecuting authority from prosecuting the offender?

C. Clear Unfounded. A case may be cleared Unfounded if the investigation reveals that the reported offense did not occur, or that the investigation fails to develop sufficient elements to support the allegation that a crime has been committed.

D. Case Suspensions. Cases are suspended when investigative leads have been exhausted or the required solvability factors are not met, and there remains no alternative means by which to clear the case. If a case is suspended, a disposition report must be prepared reflecting the justification for doing so.

When a status offense is assigned, the case will be disposed of in one of three ways:

1. If the investigation has revealed that a crime has occurred, the case will be reclassified and evaluated by the assignment supervisor.
2. If the investigation has revealed that a crime has not occurred, the case will be given a disposition of unfounded.
3. If the investigation has not been conclusive in establishing whether a crime has occurred or not, the case will be given a disposition of unfounded.

6. IMPROVEMENTS IN INVESTIGATIVE TECHNIQUES. Should the district attorney or city attorney decline to prosecute or prosecute to a reduced charge due to an

insufficient or improper investigation, the Department will review the case. The district attorney or city attorney disposition and the investigation will be reviewed by the investigations commander who will evaluate the nature of any problem in procedure or investigation, and identify improvements or changes in policy to deal with similar instances in the future.

Chief of Police

Date